

Title of Invention: System and Method for Initiating Returns Over a Network
 Inventor's Name: Chalmer et al.
 Attorney Docket Number: 18360/236825

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UPS Internet Shipping: View/Print Label

UPS Internet Shipping: View/Print Label

475

1. Print the label: Select Print from the File menu in this browser window to print the label below.

2. Fold the printed label at the dotted line. Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.

3. Getting Your Shipment to UPS

Customers without a Daily Pickup

480

Ground, 3 Day Select, and Standard to Canada shipments must be dropped off at an authorized UPS location, or handed to a US driver. Pickup service is not available for these services. To find the nearest drop-off location, select the Drop-off icon from the UPS tool bar.

Air shipments (including Worldwide Express and Expedited) can be picked up or dropped off. To schedule a pickup, or to find a drop-off location, select the Pickup or Drop-off icon from the UPS tool bar. Click here to find your nearest UPS Drop-off Location.

Customers with Daily Pickup

Your driver will pickup your shipment(s) as usual.

485

490

FOLD HERE

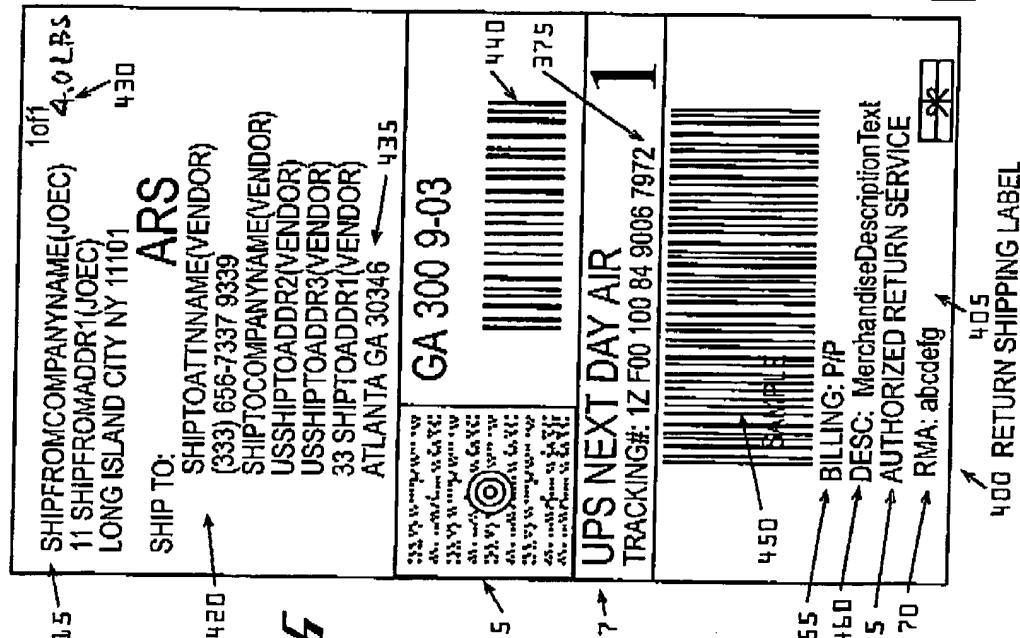


Fig. 6

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----- Original Message -----

From: ShipperName(MERCH) [mailto:esc1cbf@ups.com]
Sent: Tuesday, March 06, 2001 11:50 AM
To: esc1gsc@ups.com
Subject: ReturnNotSubjectTest

UPS ReturnNotification

Message:

555

This notice is to alert you that a shipment is in transit to:
ShipToAttnName*(VENDOR)
ShipToCompanyName(VENDOR0
33 ShipToAddr1(VENDOR) ← 420
USShipToAddr2(VENDOR)
USShipToAddr3(VENDOR)
Atlanta, GA 30346

This shipment was processed on Tue mar 06 11:49:57 EST 2001 by:
ShipFromAttnName(JOEC)
ShipFromCompanyName(JOEC)
11 ShipFromAddr1(JOEC) ← 435
USShipFromAddr2(JOEC)
USShipFromAddr3(JOEC)
Long Island City, NY 11101

This shipment was processed by UPS OnLine Tools.
To learn more about the benefits fo shipping with UPS OnLine, please see:
<http://ec.ups.com>

Shipment Detail:

Tracking# for Shipment: 1ZF001008493498233 ← 375
Merchandise Description: MerchandiseDescriptionTest ← 460

Additional Detail:

UPS Service Level: Next Day Air ← 427
Shipment Weight: 4.0 LBS ← 430
RMA: abcdefg ← 470

You can track the shipment at any time from the following URL:
<http://wwwapps.ups.com/etracking/tracking.cgi?tracknum=1ZF001008493498233>
Or go to <http://wwwapps.ups.com/etracking/tracking.cgi>
and enter the tracking number.

Fig. 8A

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<?xml version="1.0"?>
- <returnNotificationEMail>
  - <Shipper>
    <Name>ShipperName(MERCH)</Name>
    <AttentionName>ShipperAttnName*(MERCH)</AttentionName>
    - <Address>
      <AddressLine1>22 ShipperAddr1</AddressLine1>
      <City>Belle Mead</City>
      <StateProvinceCode>NJ</StateProvinceCode>
      <PostalCode>08502</PostalCode>
      <Country>US</Country>
    </Address>
  </Shipper>
  - <ShipFrom>
    <CompanyName>ShipFromCompanyName(JOEC)</CompanyName>
    <AttentionName>ShipFromAttnName(JOEC)</AttentionName>
    - <Address>
      <AddressLine1>11 ShipFromAddr1(JOEC)</AddressLine1>
      <AddressLine2>USShipFromAddr2(JOEC)</AddressLine2>
      <AddressLine3>USShipFromAddr3(JOEC)</AddressLine3>
      <City>Long Island City</City>
      <StateProvinceCode>NY</StateProvinceCode>
      <PostalCode>30346</PostalCode>
      <Country>US</Country>
    </Address>
  </ShipFrom>
  - <ShipTo>
    <CompanyName>ShiperName(MERCH)</CompanyName>
    - <Address>
      <AddressLine1>33 ShipToAddr1(VENDOR)</AddressLine1>
      <AddressLine2>USShipToAddr2(VENDOR)</AddressLine2>
      <AddressLine3>USShipToAddr3(VENDOR)</AddressLine3>
      <City>Atlanta</City>
      <StateProvinceCode>GA</StateProvinceCode>
      <Country>US</Country>
    </Address>
  </ShipTo>
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  - <packageWeight>
    - <UnitOfMeasurement>
      <Code>LBS</Code>
    </UnitOfMeasurement>
    <Weight>4.0</Weight>
  </PackageWeight>
  - <ReferenceNumber>
    <Code>75</Code>
    <Value>abcdefg</Value>
  </ReferenceNumber>
  <TrackingNumber>1ZF001008493498233</TrackingNumber>
</ReturnNotificationEMail>
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420

460

430

470

375

Fig. 8B

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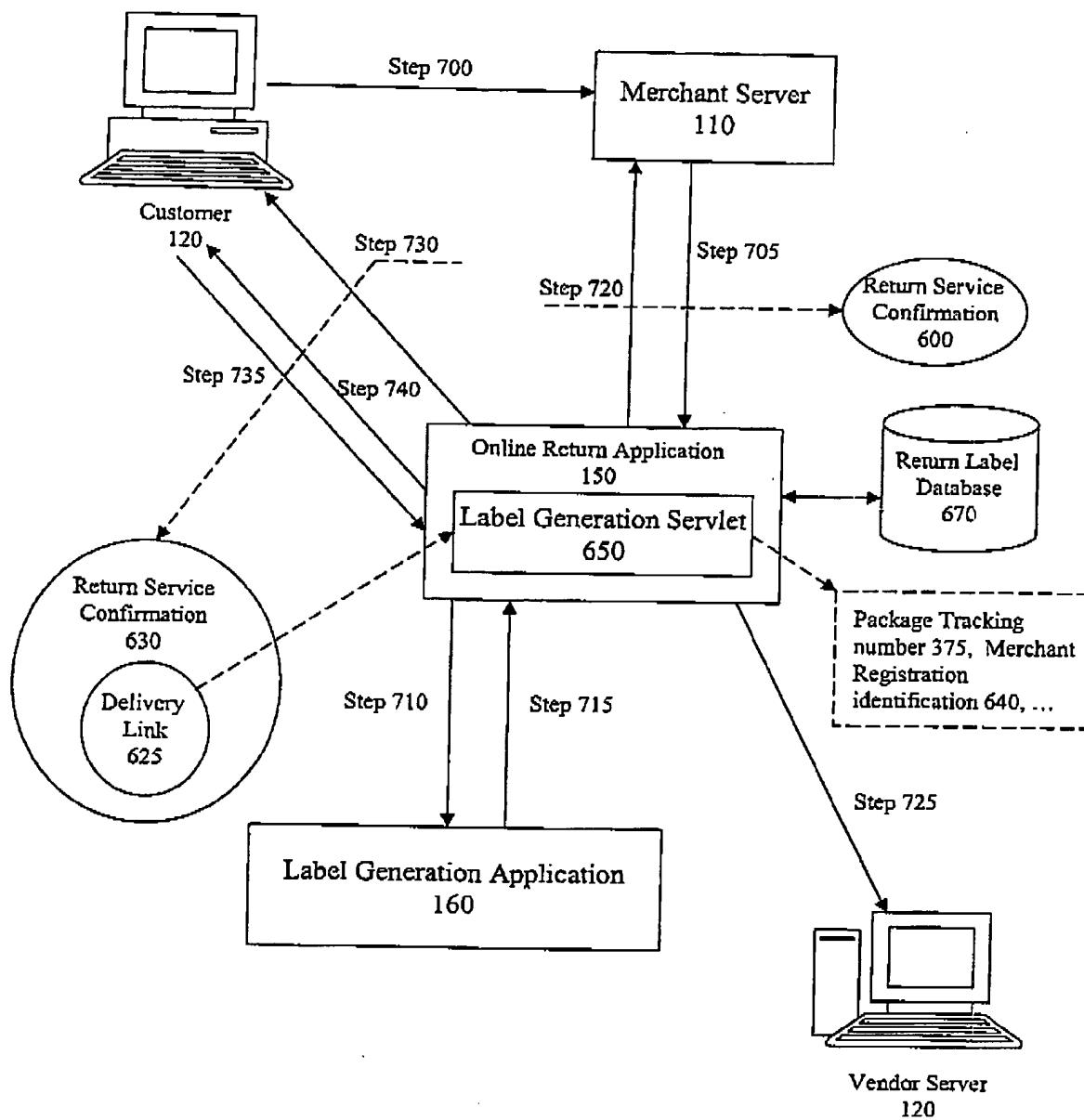


Fig. 9

Title of Invention: System and Method for Initiating Returns Over a Network
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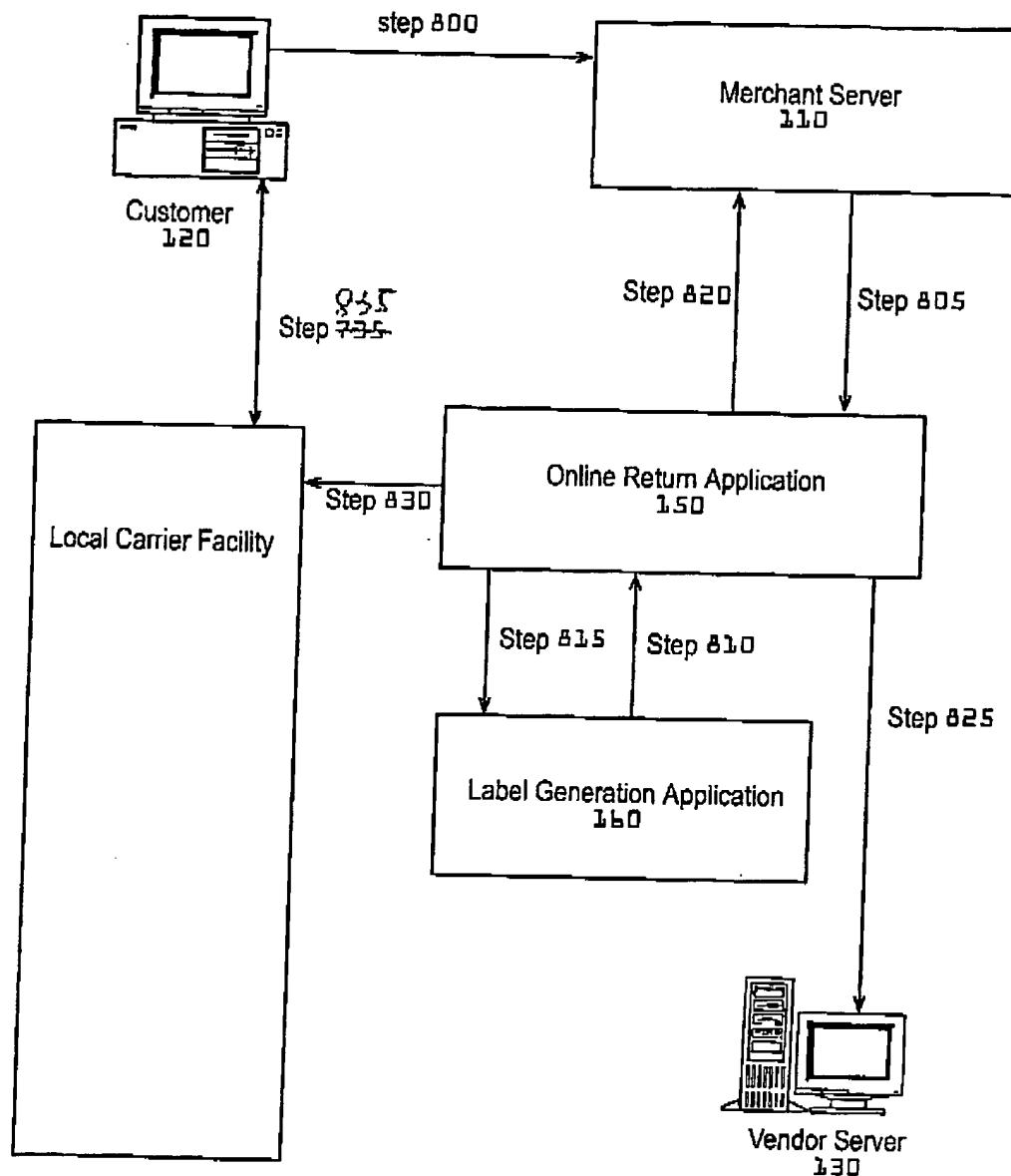


Fig. 10